5.4.2 **QUERY WINDOW**

This window (see Figure 10 below) is used to display questions that TAFI needs answered in order to properly process the trouble report. The user may have to ask the customer (using your own words) about the reported trouble to get TAFI an answer or you may know the answer without asking the customer. When a question appears in this window, you should enter the answer at the cursor prompt. The question can usually be answered with Y for yes or N for no.

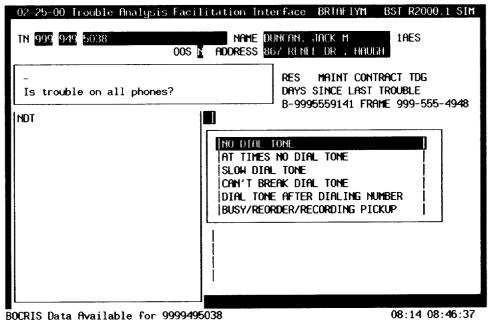


Figure 10 - Sample Query Window

5.4.3 MESSAGE WINDOW

Message windows are used by TAFI to provide the user with instructions or to give information about the processing of the trouble report (see Figure 11 below).

TAFI is not very polite when it comes to telling the user something. When TAFI presents a message window (it has a very thick boarder so you can't miss it), the message window takes over complete control of the system. You could be in the middle of filling in some required data when a message window appears on the screen and all of your keyboard entries are lost from the instant the message window appeared.

TAFI needs to know that the user has read the information before it will resume processing the report. The user tells TAFI that you have read the information by depressing the **Enter** key. To respond to a message window, the user should:

- Read the information TAFI is telling
- Understand what TAFI is telling (and the user might want to make a note)
- Depress the Enter key to clear the Message Window

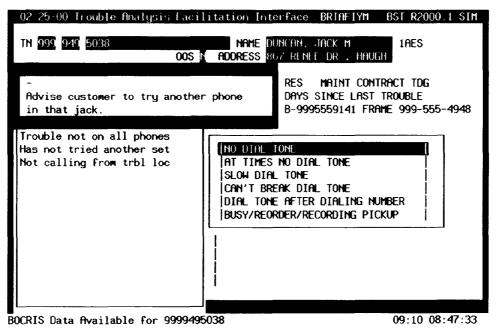


Figure 11 - Sample Message Window

5.4.4 THE BASE WINDOW AREA

The base window area (look at Figure 9 on page 40) is a display only area and is located in the lower left corner of the main screen. This window area displays the **Main Menu** window or the **Trouble Entry Summary** window. These windows are never displayed at the same time.

5.4.5 **MAIN MENU WINDOW**

This window lists a series of options representing the first level of trouble determination selections. The Main Menu is a list of <u>trouble category</u> options as shown in Figure 12 on page 46.

These options are:

- DIAL TONE
- <u>O</u>UTGOING CALL
- INCOMING CALL
- TRANSMISSION
- MEMORY SERVICE
- MEMORY CALL
- CALLING PLANS/BILLING (ANI)
- LONG DISTANCE
- PHYSICAL
- DATA PROBLEMS
- ENHANCED SERVICES
- NEW FLOW 1
- NEW FLOW 2

The Main Menu is displayed until it is overlaid with the Trouble Entry Summary window (Remember that the Base Window area can only display the Main Menu or the Trouble Entry Summary - not both at the same time).

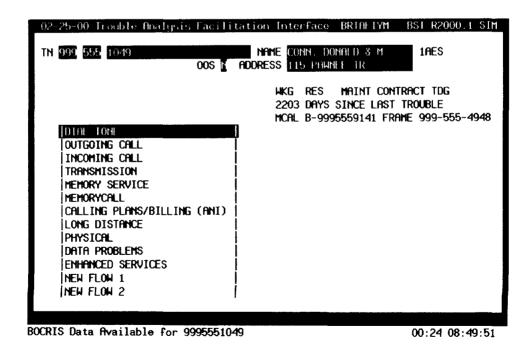


Figure 12 Main Menu

To select an item from the Main Menu you have several choices:

- Depress the Tab key or Space Bar to move the cursor (highlighted area) down one position per button push then depress the Enter key to select your choice.
- Use the Up and Down Arrow keys to select your option then depress the Enter key to select your choice.
- Use the Hot Key selection method.
 - Each menu selection has one letter highlighted (bolded, a different color or reversed video depending upon the user's terminal type). For illustration, the Main Menu listing on page 44 has these letters bolded and underlined. Just type one of these letters to select the corresponding option.
 - For example, to select Physical as the desired trouble category, just type the letter
 P. TAFI will jump the cursor (highlight area) to the Physical entry and automatically depress the Enter key for you.

5.4.6 SUB-MENU WINDOW

When an option from the Main Menu is selected, a **Sub-Menu** window is opened. For example:

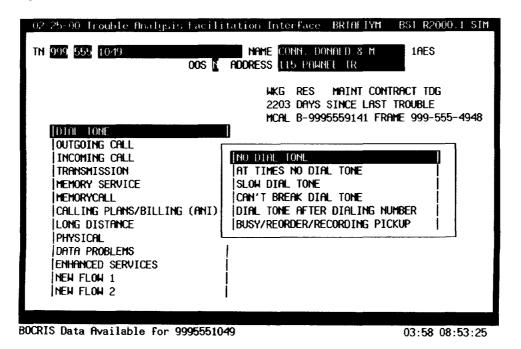


Figure 13 Sub Menu Example

Based on the trouble described by the customer, the user selected an option from the Main Menu (i.e., Dial Tone) which generated the corresponding Sub Menu. Making a selection from the Sub Menu will initiate the actual dialogue between the user and TAFI. (Notice that the Hot Key works for sub-menus too.)

This selection will determine the flow of the customer contact. Based on the selection, TAFI will begin to ask the user questions, direct the user to ask the customer questions, and/or instruct the user on what actions to take. Therefore, the user must make sure that he selected the appropriate category to represent the customer's problem.

This interaction with TAFI will take place in the Query and Message window area.

Once the user leaves the menu selection and begin the actual flow process (TAFI asking questions, etc.), TAFI will overlay the Main Menu with the Trouble Entry Summary.

The top half of the Trouble Entry Summary summarizes the flow of the contact. For example: Suppose the user selected Dial Tone, then No Dial Tone from the sub-menu. Then TAFI tells the user to ask the customer if the trouble is on all phones. If the customer answers yes, the user would enter Y. The Trouble Entry Summary window will display each step in the process as a real-time audit.

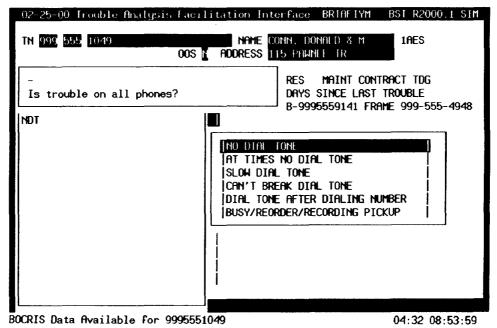


Figure 14 - Example Query Window

If you find yourself taking the wrong path, you can back up by depressing F6 (once for each step in the process until you reach the appropriate selection).

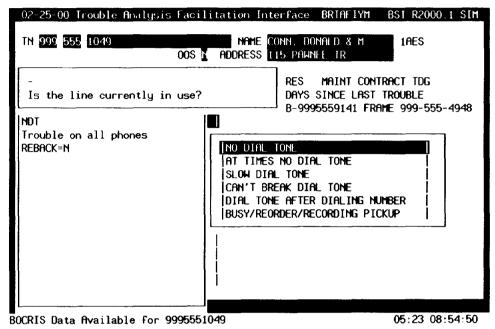


Figure 15 - LIU Question

This question controls when MLT testing can be accomplished. If Yes, TAFI will instruct the customer to hang up so a meaningful test can be run.

Depending on the trouble being reported, you may receive more sub-menus or the Pop-Up Area window will be activated for more data entry

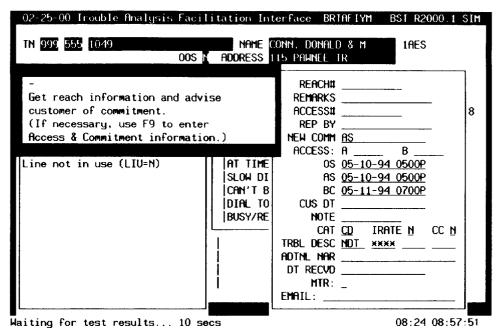


Figure 16 – Message Window

Information Available for 9995551049

02-25-00 Irouble finalysis Facilitation Interface TN 999 555 1049 1AES NAME CONN. DONALD & M 00S N ADDRESS 115 PAUNEE IR REACH# 8005551234 REMARKS XYZ Phone Do you have a PC/Fax Machine 8 connected to this line? ACCESS# = REP BY Gene NEW COMM AS Trouble on all phones NO DIAL REBACK=N ACCESS: A В AT TIME Line not in use (LIU=N) 0S <u>05-10-94 0500P</u> SLOW DI AS 05-10-94 0500P CAN'T B BC 05-11-94 0700P DIAL TO CUS DT BUSY/RE NOTE CAT CD irate <u>n</u> TRBL DESC NOT *** adtnil nar DT RECVD MTR: _ EMAIL: _

Figure 17 - Access and Commitment Window

14:20 09:03:47

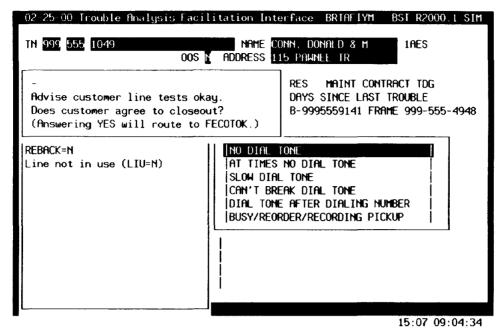


Figure 18 - FECO Recommendation

Multiple windows can be layered in the Pop-Up Area. As the flow continues and additional information or actions are initiated, activated windows are layered over the inactive ones. The activated window is always in front (and has the square cursor on it).

In this example trouble report, the customer did not agree to test results and the user answered N to the "Does customer agree to closeout" question (see Figure 18). TAFI then routes the report to the screener MA position in the BRMC for additional analysis.

⇒ **Note:** In this example, the test results indicated a Test OK outcome. TAFI then examined the NIW database to see if there is a history of CO blockage (which could cause a temporary No Dial Tone (NDT) situation). No blockage data was found and, since the customer disagreed to close the report, the report is routed to the MA with the outcome of the NIW query.

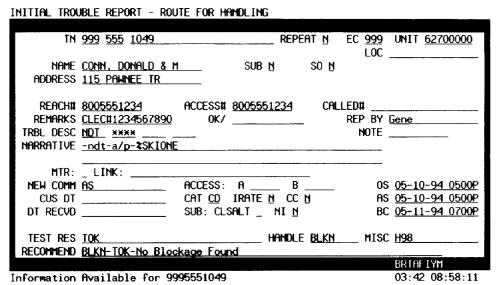


Figure 19 - TAFI Trouble Report Screen

When all entries have been made on the Trouble Entry screens, the Enter key is pressed to initiate the LMOS Trouble Report. The screen disappears and the Initial Trouble Entry Screen is displayed to begin processing the next report. When the user completes the TAFI transaction, on of three possible outcomes occur:

- The problem is resolved and an LMOS trouble report is initiated and closed.
- The problem is placed in an LMOS trouble report and routed to the appropriate work group for handling. (This includes sending reports to the Technical Support (TECH) group of MA's for manual screening because TAFI does not have enough information to make a determination.)
- The problem is cleared by TAFI as a transfer situation (i.e., refer to Business Office).

5.5 TAFI ON-LINE JOB AIDS

TAFI has on-line references that provide information about various products and services BellSouth provides, along with other information useful in processing a trouble report. This window may be accessed through the Help window function key (Fl).

⇒ **Note:** The Help Key (F1) can be depressed at any time and from any TAFI window to obtain reference information ... even without a telephone number entered

in the Initial Trouble Entry Window. The user should access this resource and become familiar with all of the information available.

⇒ **Note:** To maintain parity, the CLEC user has access to all of the resources available to a BST user ... even though not all of these resources are applicable to the CLEC's repair effort.

To review the on-line job aid capabilities, the user should log into the CLEC TAFI system:

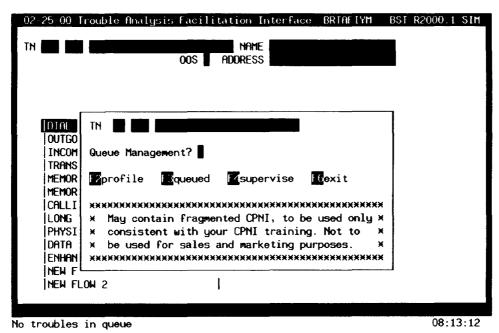


Figure 20 - Initial Trouble Entry Window

Depressing the F1 Help function key will result in obtaining the TAFI Master Help Menu:

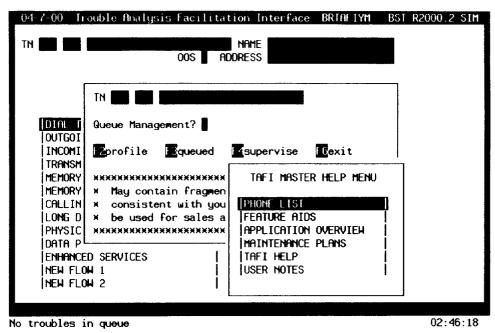


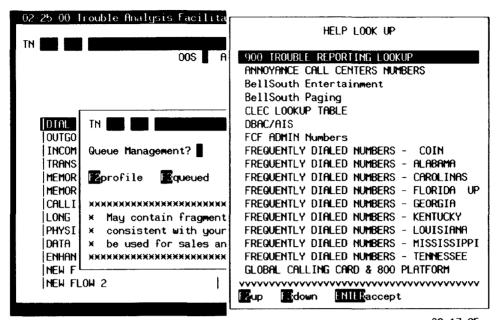
Figure 21 - TAFI Master Help Menu

The user would select the specific job aid from this menu.

5.5.1 PHONE LIST

As a resource for the TAFI user, the system maintains a list of referral telephone numbers that may be used during the resolution of a customer's trouble report. Although many of these numbers are intended for BellSouth's repair attendants, the CLEC user will find a number of them useful as well.

Selecting the Phone List option produces the following sub-menu of options:



08:17:25

Figure 22 - Phone List Menu

Notice the function key instructions located at the bottom of this Phone List menu. To select an item on this menu the user must use the function keys F3 (for down) and F2 (for up) to move the highlight area. Once the desired option is highlighted, depress the **Enter** key. Also notice the row of down arrows at the bottom of this menu. This indicates that more options are available. To view these additional selections, the user must depress the **Page Down** key.

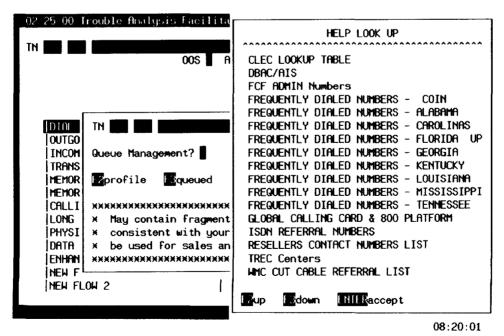


Figure 23 - Additional Phone List Options

Selecting the CLEC Lookup Table (by depressing F3 until this option is highlighted and then depressing the Enter key) produces the following outcome:

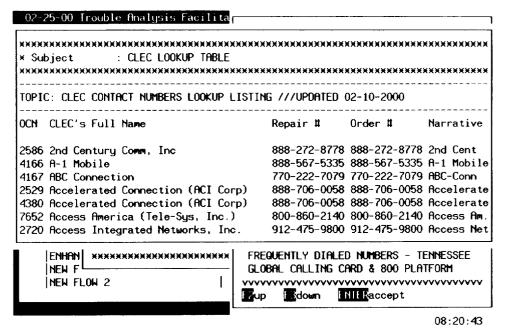


Figure 24 - CLEC Lookup Table

The TAFI Help system is displaying the text of a file that is longer than the number of lines available in this window. You know this because the word "end" does not appear as the last line of information. The word "end" is called the End of File mark or EOF.

To view the additional information, depress the **Page Down** key on your keyboard. If the EOF is still not displayed, depress the Page Down key again to view the next window of information. Also, if you have scrolled down too far, you can move back up the file by depressing the **Page Up** key.

Depressing the **Page Down** key from Figure 24 produces the next page of test information:

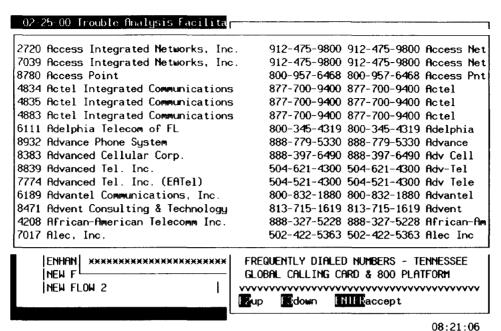


Figure 25 – Next Page of CLEC Lookup Table

Notice that as the user scrolls down a window, the last item on the first page becomes the first item on the second page, etc. This designed overlap provides a measure of confidence that items were not skipped over.

The primary user for this CLEC Lookup Table is the BST employee. Should your (CLEC's) end-user customer call BST in error to report a problem, this table will provide the correct referral number. The **Repair** # routes callers to your maintenance operation while the **Order** # provides access to your Business Office (sales).

5.5.1.1 CLOSING THE HELP WINDOWS

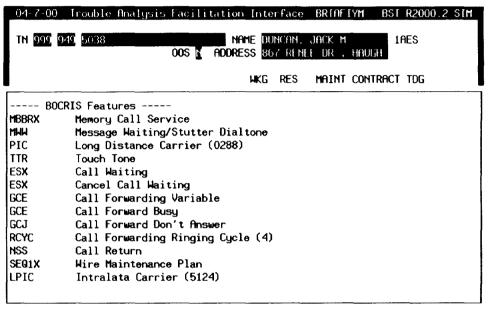
When you have finished viewing the selected information, depress the **F6** function key to retrace your steps. For example, depressing the F6 key one time will return you to the Phone List menu. Depressing it a second time will return you to the TAFI Help menu and depressing F6 a third time will return you to the Initial Trouble Entry Window (or where you were when you depressed the Help Key (F1)).

5.5.2 **FEATURE AIDS**

Suppose the customer calls and advises that he has forgotten how to activate his Call Forwarding feature. After entering the customer's telephone number in TAFI, the user can quickly verify if the

customer is paying for Call Forwarding by depressing the F7 function key. Doing so produces Figure 26:

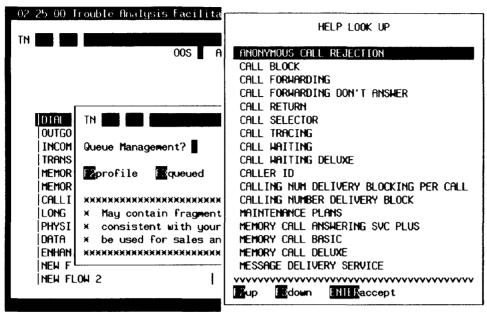
⇒ **Note:** The F7 option translates the USOC coded feature information found on the customer's CSR list into English terms. The USOC code is shown on the left with the English translation on the right.



00:28 02:49:27

Figure 26 - Customer Feature Listing (F7)

Assume for the moment that the user is not familiar with how to activate the Call Forwarding feature. The user can obtain instructions on the operation of a vast number of features from the TAFI Help utility. Depressing F1 produced Figure 21 – TAFI Master Help Menu. From this menu, selecting the Feature Aids option will produce a listing of available features documented as shown in Figure 27 – (Help) Feature Aid Listing:



08:22:15

Figure 27 - (Help) Feature Aid Listing

⇒ Note: As demonstrated in Figure 22, this option has more entries than can be displayed on a single screen. To view these additional options, depress the Page Down key.

Selecting the Call Forwarding option will produce a text file describing how to use this feature as shown in Figure 28 (see page 59).

Notice that the word "end" does not appear at the bottom of this window. Therefore the user knows there is more information on this subject available. To access this additional information, depress the **Page Down** key. Read the information provided and then depress the **Page Down** key sequentially until reaching the EOF mark.

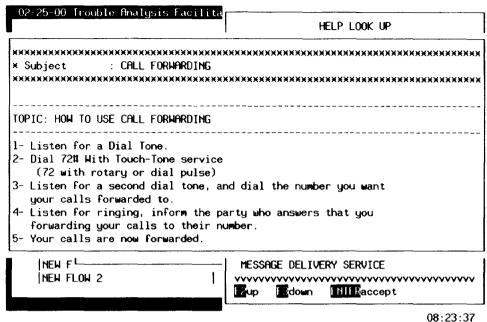
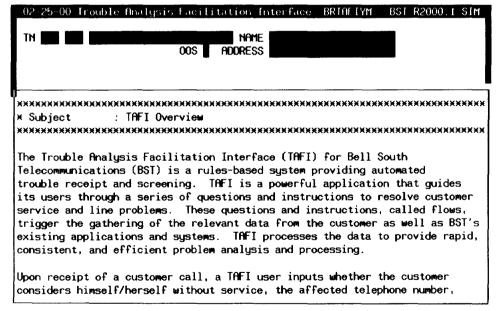


Figure 28 - Call Forwarding Help Text

00.23.3

5.5.3 APPLICATION OVERVIEW

This option provides a brief, high level, overview of how the TAFI system operates:



08:26:28

Figure 29 - Application Overview

5.5.4 MAINTENANCE PLANS

This section provides information on the various BST maintenance coverage options.

⇒ **Note:** Many CLECs have opted not to purchase BST's maintenance plans and this data may not be of any benefit to them ... others have.

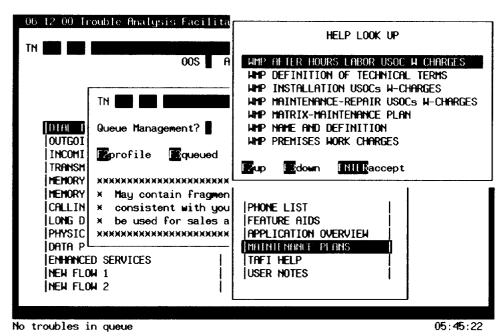


Figure 30 - BST Maintenance Plans

Selecting one of these options will provide specific details about the individual plan.

5.5.5 **TAFI HELP**

The TAFI Help option contains a number of reference options as well as providing some additional look up functions. Selecting this menu choice produces the options found in Figure 31 - TAFI Help Option, located on page 61.

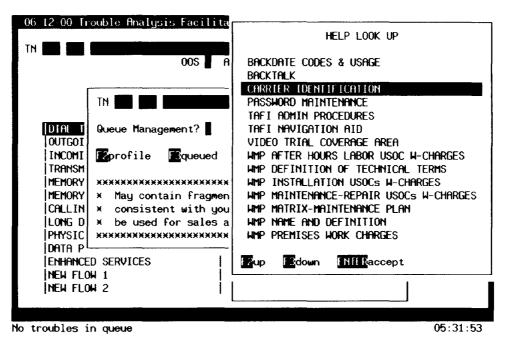


Figure 31 - TAFI Help Option

A useful look up option is the Carrier Identification entry. Reviewing this file will show the Preferred Interexchange Carrier (PIC) code for every long distance carrier in the BellSouth region. The list is sorted by PIC code (see Figure 32 below).

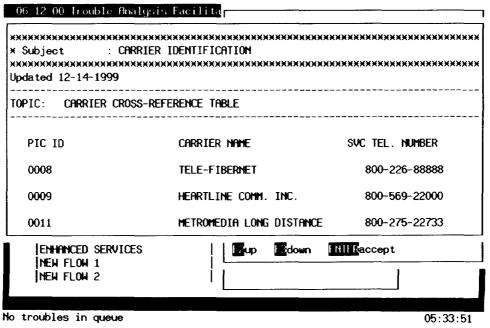


Figure 32 - Carrier Cross-Reference Table

The BACKTALK system referenced in the TAFI Help Menu is an internal BellSouth interactive voice response system used to communicate with the Residential end-user. Since all dialogue regarding a CLEC trouble report is between BellSouth and the CLEC, this BACKTALK system that is <u>not used</u> for processing CLEC trouble reports.

5.5.5.1 TAFI NAVIGATION JOB AID

To assist users after their initial training (and introduction to this document), the TAFI Help section contains a TAFI Navigation Job Aid. This section contains information on how to move around the TAFI screens.

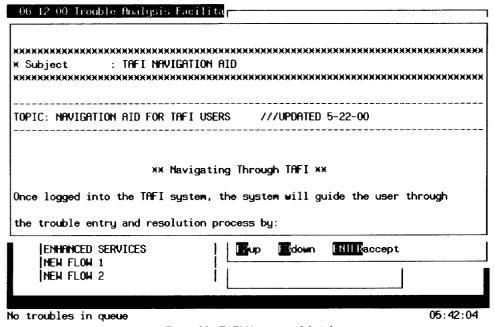


Figure 33 - TAFI Navigation Job Aid

5.5.6 **USER NOTES**

The TAFI system is constantly evolving to accommodate new features, services and changes in BST's backend processing methodology. As new TAFI system enhancements are developed, they bundled together to form a new release of the software. The TAFI release numbering scheme is: current year major release number minor release number. A major release typically includes new functionality while a minor release typically addresses bug fixes. For example, Release 99.1 was the first major release issued in 1999. Release 99.1.1.1 represents a minor release (or modification) to major release 99.1.

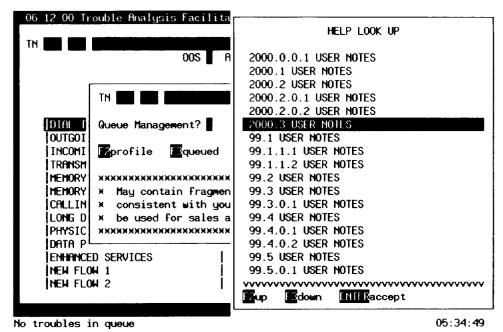


Figure 34 - User Notes Menu

Many of the enhancements discussed in these User Notes address items that occur behind the scenes and are transparent to the users (e.g., changes in TAFI's flow to process a report).

Selecting the 2000.3 User Notes option from this menu will produce:

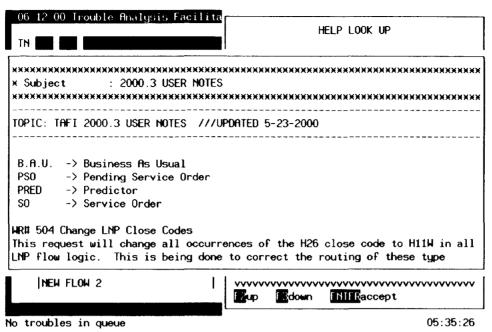


Figure 35 - Sample User Note

Each change in the TAFI system is represented by a Work Request number (WR#) and the associated note addresses how the given request was handled in the new release.

5.5.7 OTHER RESOURCES

In addition to the on-line resources, the call guide pages of the BellSouth telephone directory make a wonderful job aid for instructing customers on the proper utilization of their service.